

Substitute for form 1449A/PTO		Application Number	10/602,592		
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>		Filing Date	July 22, 2004		
		First Named Inventor	Steven TIVEY et al.		
		Art Unit	3629		
		Examiner Name	Gabrielle A. MCCORMICK		
		Sheet	1 of 2	Attorney Docket Number	52493.000313
U.S. PATENT DOCUMENTS					
*Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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EXAMINER SIGNATURE			DATE CONSIDERED		
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ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /G.M./

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		Examiner Name	Gabrielle A. MCCORMICK	
		Sheet	2 of 2	Attorney Docket Number
OTHER DOCUMENTS - NON-PATENT LITERATURE DOCUMENTS				
*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION	
			YES	NO
		www.netlingo.com/lookup.cfm?term=synchronization	<input type="checkbox"/>	<input type="checkbox"/>
		Business Wire. "MarketSoft's Leads Wins Call Center Solutions Editors' Choice Award". Business/Technology Editors. Business Wire. New York: Aug. 25, 1999. pg. 1	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com: pages documented form the Internet Archive on July 21, 2001 (http://web.archive.org/web/20010806083606/leadtrack.com/screen-customer.html); http://web.archive.org/web/20011117000929/www.leadtrack.com/sysrequire.html ; http://web.archive.org/web/20010806085400/leadtrack.com/screen-desktop.html ; http://web.archive.org/web/20010806080042/leadtrack.com/appfeatures.html ; http://web.archive.org/web/20010801185319/leadtrack.com/features.html ; http://web.archive.org/web/20010811025743/leadtrack.com/reports/terr.gif .)	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com: pages documented form the Internet Archive on July 21, 2001 (http://web.archive.org/web/20010811024757/leadtrack.com/reports/overdue.gif)...	<input type="checkbox"/>	<input type="checkbox"/>
		SIEBELFANS.COM, Implementing Best Practices, http://www.siebel.com/call-center/workflow-automation.shtm printed 12/7/2004, 2 pages	<input type="checkbox"/>	<input type="checkbox"/>
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